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CENTRAL FAX CENTER**OCT 13 2004****CONFIDENTIAL**
FACSIMILE TRANSMITTAL SHEET**DATE SENT:** October 13, 2004**DELIVER TO:**

Name: Examiner Andre Jackson
Company: USPTO/GAU 3677
Phone No: 703-605-4276
Fax No: 703-872-9306

FROM: Ramraj Soundararajan**YOUR FILE:** 09/768,458

THERE WILL BE A TOTAL OF **24** PAGE(S) INCLUDING THIS COVER SHEET.
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In re Application of: Kraft et al.**Serial No.:** 09/768,458**Group Art Unit:** 3677**Filed:** 1/25/2001**Examiner:** Andre L. Jackson

Title: *Enhancing Sales for Service Providers by Utilizing an Opportunistic Approach
Based on an Unexpected Change in Schedule of Services (time, location)*

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09/768,458

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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AMENDMENT

MS Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the outstanding office action of 7/14/2004, please amend the above-
identified application as follows: